

April 22, 2015



Mr. Edward Hasbrouck
The Identity Project
1736 Franklin Street
9th Floor
Oakland, CA 94612

Re: Freedom of Information Act Request – Interim Response #2
Tracking Number: 15-FOI-00021

Dear Mr. Hasbrouck:

We are further responding to your October 29, 2014 request for information made under the Freedom of Information Act (FOIA), which was received via e-mail by Amtrak's FOIA Office on the same date.

Your request seeks the records described below:

- (1) Any records of policies, procedures, technical specifications, contracts (including agency appointment agreements), or directives to staff, contractors, or agents pertaining to transfers of data about Amtrak passengers or customers to the Department of Homeland Security (DHS), any DHS component including US Customs and Border Protection (USCBP), the Canadian Border Services Agency (CBSA), any other Canadian government agency, or any other foreign government, or the subsequent handling or use of such data, including without limitation Advanced Passenger Information (API) and any personally identifiable data obtained or derived from the ARROW reservation system.
- (2) Any records pertaining to the legal basis for such data transfers, including any e-mail messages pertaining to this subject within or between Amtrak, Amtrak agents, Amtrak contractors, and any third party or parties.
- (3) Any records of policies, procedures, technical specifications, contracts (including agency appointment agreements), or directives to staff, contractors, or agents (including without limitation travel agencies and agents authorized to sell Amtrak tickets, and other ARROW users) regarding disclosures to be made concerning transfers of data about Amtrak passengers or customers to government agencies including DHS.
- (4) Any records of policies, procedures, reports, or directives to staff, contractors, or agents (including without limitation travel agencies and agents authorized to sell Amtrak tickets, and other ARROW users) regarding compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada, including handling of requests for records or other requests or complaints made pursuant to PIPEDA and any disclosures to be made to passengers or customers.
- (5) Any e-mail messages within or between Amtrak and Amtrak agents, Amtrak contractors, and any third party or parties containing any of the text strings "Personal Information Protection and Electronic Documents Act", "PIPEDA", or "Privacy Commissioner of Canada".

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- (6) Any electronic file in which any of the above records are included.
- (7) All metadata pertaining to any such file, such as file system information indicating the creation data, modification date, etc.

You were advised in my April 15, 2015 e-mail communications that we are continuing to reach out to Amtrak Offices for responsive records and that we would provide nonexempt responsive records as they are processed. Accordingly, we are releasing in part, the enclosed records that have been determined to be responsive to items 1, 3 and 4 of your request. As information, pages, 1, 2, 5, 6, 12 and 13 were retrieved from the Manifest Document. Pages 29 and 30 were retrieved from Amtrak's Passenger and Crew Information.

The names and personal identifying information of Amtrak passengers have been redacted from the enclosed records pursuant to exemption 6 of the FOIA on the basis that disclosure would constitute a clearly unwarranted invasion of the personal privacy of these individuals. In weighing the public interest, it was determined that there was no public interest in disclosing this information.

Pursuant to Amtrak's FOIA regulations (49 CFR 701.10), if you wish to appeal the decision to withhold the above-mentioned information, you may file an appeal with Eleanor D. Acheson, Executive Vice President, Chief Legal Officer, General Counsel and Corporate Secretary, within thirty days (30) of the date of this letter, specifying the relevant facts and the basis for your appeal. Your appeal may be sent to Ms. Acheson at the above address. The President and CEO of Amtrak have delegated authority to the General Counsel and Corporate Secretary for the rules and compliance to the FOIA.

We will continue to keep you updated on the status of your request. If you have any questions please feel free to contact me at (202) 906-3741 or via e-mail at Hawkins@amtrak.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Sharron Hawkins", with a stylized flourish at the end.

Sharron Hawkins
Lead FOIA Specialist

Enclosure

4. PASSENGER NAME LISTS

4.1 DESCRIPTION

When Passenger Name Records are created, they are stored in random locations. To facilitate subsequent retrieval of such records, pointers are created in the form of passenger name indices which are filed in train/date order, that is, for every passenger in a record, an index item is created for each segment in the itinerary.

Each of these index items contains such information as name of passenger(s), number of people with this name, total number of accommodations, board and off points, accommodation code, PNR reservation number, ticketing, etc.

Agent set entries are provided to allow agents to obtain several types of selective name lists. This list may be displayed, or the PNR's may be sent to queue.

A list may be requested for passengers going to a particular destination, passengers traveling in groups, unticketed passengers, passengers who require notification, and several other functions for a train on a given date, or date range.

The alphabetical name lists will have the pass rider matrix color codes for the coach and accommodations on the train. If there are no accoms on the train, the color will default to white.

Pets are treated as passengers regarding counts and name lists.

This Document covers the following entries: -

SOL*A	Advanced Payment Name List
SOL*B	Border Crossing List
SOLD	Destination Name List
SOL*E	Emergency Name List (Currently restricted)
SOL*G	Group Booking List
SOL*I	Inbound Connection Train Manifest
SOL*N	Passenger Name List
SOL*O	Outbound Connection Train Manifest
SOL*U	Unticketed Name List
SOL*V	Vehicle Name List
SOL*X	Cancelled Passenger Name List
SOLZ	Other Carrier Manifest